



TEXAS DEPARTMENT OF HOUSING AND COMMUNITY AFFAIRS

---

## Section 811 Project Rental Assistance Program

2021 Annual Report

### Contents

Background .....	2
Mission .....	2
Current Program Impact .....	2
Participating Properties .....	3
2021 Key Outcomes .....	4
Program Goals Looking Forward .....	5
Target Populations and Referring Agencies .....	6
Learn More .....	7

## Background

The Section 811 Project Rental Assistance (PRA) program provides project-based rental assistance for extremely low-income persons with disabilities linked with long-term services and supports. Rental assistance is provided through grants from the Department of Housing and Urban Development (HUD), and the program is made possible through a partnership between the Texas Department of Housing and Community Affairs (the Department), the Texas Health and Human Services Commission (HHSC), the Department of Family and Protective Services (DFPS), eligible multifamily properties and local disability service organizations. The program receives additional funding from HHSC's Money Follows the Person Demonstration grant.



Langwick Senior Residences  
Section 811 PRA Property

## Mission

The Section 811 PRA Program creates the opportunity for persons with disabilities to live as independently as possible through the coordination of voluntary services and provides a choice of subsidized, integrated rental housing options.

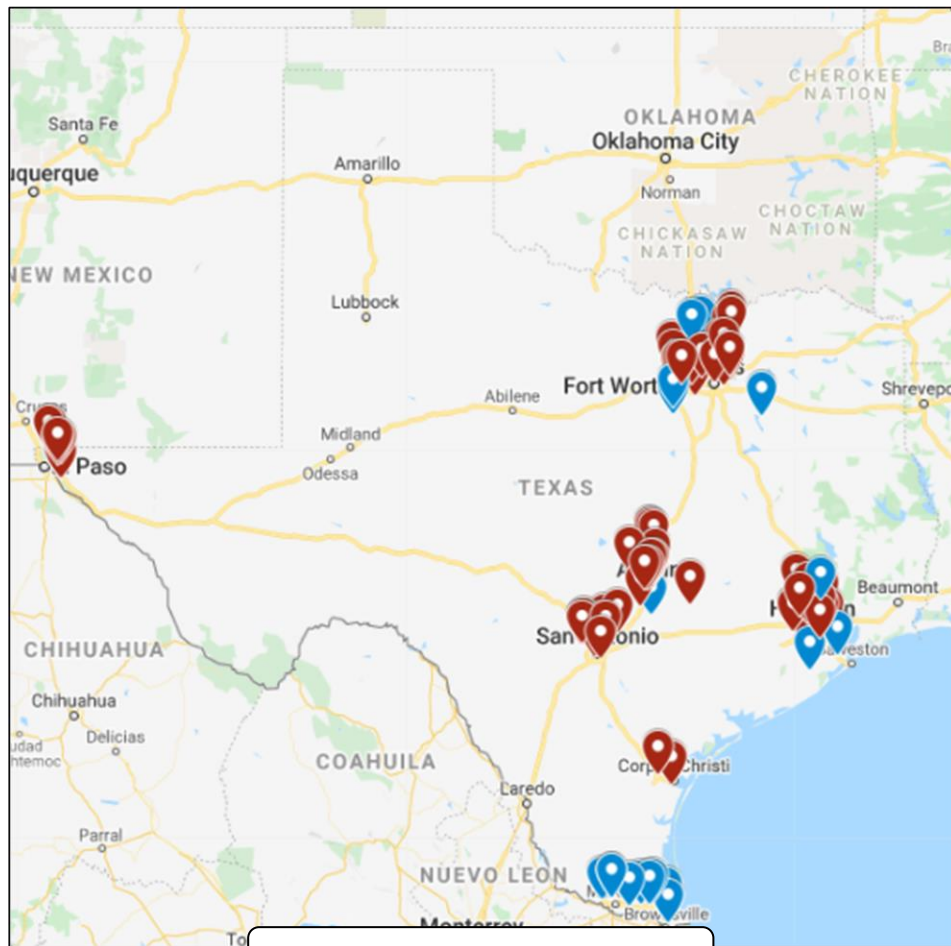
Current Program Impact		
Properties	Currently Active Properties <i>Number of properties currently housing Section 811 PRA tenants. Tenant choice is the primary driver to determine which properties house tenants.</i>	92
	Lifetime Property Commitments <i>Number of properties that have committed units to the program</i>	145
Tenants	Currently Assisted Tenants <i>Number of tenants currently receiving Section 811 Project Rental Assistance</i>	433
	Lifetime Assisted Tenants <i>Number of tenants who have ever received Section 811 Project Rental Assistance. First tenant moved in occurred September 22, 2016. Tenants leave the program through termination or move out.</i>	606
Applicants	Currently Waiting Households <i>Number of completed applications in waiting status for at least one property</i>	2,126
	Lifetime Applications Received <i>Total number of applications received by the Department. Applications can be rejected due to being incomplete or ineligible as per the <u>Participant Selection Plan</u>.</i>	4,127
Local Service Providers	Currently Active Referral Agencies <i>Number of Referral Agencies making applicant referrals and providing tenant support</i>	34
	Currently Active Referral Agents <i>Number of Referral Agents who have made at least one referral to the program since 2016. Section 811 PRA staff provide regular program updates and technical assistance to all active Referral Agents.</i>	177

## Participating Properties

The program is available at participating properties located in the following metropolitan areas:

- Austin-Round Rock
- Brownsville-Harlingen
- Corpus Christi
- Dallas-Fort Worth-Arlington
- El Paso
- Houston-The Woodlands-Sugar Land
- McAllen-Edinburg-Mission
- San Antonio-New Braunfels

Participation in the program was incentivized through the Department's Multifamily Programs from 2014 through 2019. 145 properties have committed units to the program. The Department is not recruiting additional properties at this time.



2021 Key Outcomes		
<b>New Tenant Move-Ins</b> <i>Number of new households moved into participating properties during the calendar year, beyond any previously housed households. 2020 reports the highest number of new tenant move-ins since the program's inception.</i>		<b>67</b>
<b>Rental Assistance Payments</b> <i>Amount paid to participating properties for rental and utility assistance for 811 PRA tenants</i>		<b>\$4,244,27</b>
<b>Vacancy Payments</b> <i>Amount paid to participating properties to hold units vacant to be filled by 811 PRA move ins</i>		<b>\$15,370</b>
<b>Compliance Monitoring Property Reviews Completed</b> <i>Number of in-depth property reviews conducted. These intensive reviews ensure compliance with multifamily housing programs and Section 811 PRA program rules, ultimately supporting tenants.</i>		<b>36</b>
<b>HUD FY19 Grant Awarded</b> <i>On August 3, 2020, HUD announced it had awarded more than \$74 million in Section 811 Project Rental Assistance grants to 12 State Housing Agencies. The Department received one of these awards in the amount of \$6,982,087. An estimated 125 new Section 811 Program units will be assisted with these funds. Including this newest award, Texas has been awarded a total of \$31,324,087 in program funds, making Texas the largest single Section 811 PRA program grantee in the country.</i>		✓
<b>Responded to COVID-19 Pandemic</b> <i>Due to the coronavirus (COVID-19) pandemic, Section 811 PRA Program staff transitioned to primarily remote work from March 2020-December 2021. This transition required configuring digital or virtual processes for all aspects of program administration, including property and referring agency trainings, financial administration, and mail. Staff provided technical assistance to participating properties and referring agencies related to HUD requirements and emergency response related to COVID-19.</i>		✓
<b>Risk Mitigation Fund</b> <i>Following emerging best practices, the Department launched the Section 811 Program Risk Mitigation Fund in June 2020. The fund is provided by the Department's Money Follows the Person Demonstration Grant with HHSC and consists of a Damage and Barrier Busting Fund.</i>	<b>Damage Fund Payments</b> <i>Amount paid to participating properties for repairs on 7 Section 811 PRA units</i>	<b>\$10,656</b>
	<b>Barrier Busting Fund Payments</b> <i>Amount paid to participating property to lower screening criteria for one Section 811 PRA household</i>	<b>\$1,237</b>
<b>Staff Redesign Completed</b> <i>Program staff redesigned to add a new Waiting List Lead position funded by MFP, serving as main program point of contact. New Program Administrator position developed to support inter- and intra-agency coordination</i>		✓
<b>Completed First Internal Audit of the Program</b> <i>Final Internal Audit Report presented to the TDHCA Board on September 24, 2021.</i>		✓

## Program Goals Looking Forward

As the program grows, the Section 811 PRA Program continues to evolve and become more dynamic. Program staff remain committed to supporting households currently assisted by the program, while striving to meet the needs of all members of the Target Population. The goals listed below are primary moving forward:

- 1) **Implement updated Interagency Agreement.** Fully execute the replacement contract for the existing Interagency Agreement. The replacement agreement language was developed over the course of 2021 and is nearing its final form. The Interagency Agreement is required by HUD and serves as the formal structure for the collaboration needed to implement the program. The updated version modernizes all disability services names, incorporates changes from the HSS Transition Plan, and incorporates experience garnered from the first few years of the program's operation.
- 2) **Fully commit FY19 funding.** Once able to distribute FY19 funds, the Section 811 PRA Program looks forward to housing an estimated 125 new Section 811 PRA households over the next few years.
- 3) **Support equitable participation of all Target Populations.** The majority of Section 811 PRA Program applicants and tenants are persons with serious mental illness Target Population. Recognizing this, the 811 partners will work to increase participation of the underserved populations in the following ways:
  - Institute an occupancy preference. In October 2020, the Section 811 PRA Program received approval from the Department's Governing Board to adopt an occupancy preference for the underserved Target Populations: Persons with Disabilities Exiting Nursing Facilities, Youth with Disabilities Exiting Foster Care, Persons with Disabilities Exiting State Supported Living Centers, and Persons with Disabilities Exiting ICF/IIDs. Program staff are working through the required implementation steps and intend to institute the preference with a 2022 start date.
  - Provide partner agencies with three months' notice of instituting occupancy preference
  - Provide a quarterly report of program participation by Target Population to all interagency partners, with a goal to see underserved Target Population participation increase over time.
  - Create process maps of referral process for each Target Population and provide outreach and training throughout service array to integrate Section 811 PRA into existing relocation processes.
- 4) **Provide ongoing technical assistance and training to Participating Properties and Referring Agencies.** As the program grows, the program will continue to look for ways to provide technical assistance and training to participating properties and referring agencies, specifically:
  - **Develop and record a new Referral Agent training in 2022.** The new training will encompass recent program policy and procedure changes, incorporate referral processes for each Target Population, and include more content related to supporting tenant stability post move-in. Program staff will work with interagency partners to ensure that the training is available on virtual training venues accessible by all potential Referral Agents.
- 5) **Develop and Launch an Online Application.** The current program application process requires significant staff time to ensure application completion and conduct data entry. Given program growth, program staff and Information Services are working collaboratively on the creation of an online application portal.

- 6) **Improve the Risk Mitigation Fund.** Given the successful initial run of the Risk Mitigation Fund in 2020 - 2021, program staff will improve the accessibility of the Damage Fund and Barrier Busting Fund to further support property partners and program applicants. Program partners will double the number of applicants and households that access both activities.
- 7) **Improve tenant outcomes.** Develop metrics to gauge the timely response and resolution to conflicts, complaints, and requests for assistance by applicants, tenants, and property management agents. Continuously improve tenant outcomes through these interventions. Additionally:
  - Create mechanism to notify HHSC, DFPS and Referring Agencies of current Section 811 PRA tenants receiving assistance at participating properties
  - Monitor interventions of conflicts reported at properties
  - Identify points of contact in each managed care organization to assist with management of conflicts, complaints and requests for assistance
- 8) **Complete Section 811 PRA Program Evaluation in cooperation with Texas HHS.** Building upon the successful data match completed in 2019, TDHCA and Texas HHS will evaluate the Section 811 PRA Program's impact on tenants as it relates to healthcare costs and tenant health outcomes.

## Target Populations and Referring Agencies

Texas Section 811 PRA is available to individuals with disabilities ages 18-61 years old. Individuals must be eligible for services through one of the HHSC or DFPS Referring Agencies participating in the program. "Referral Agent" refers to staff at these agencies who work directly with individuals with disabilities in need of permanent supportive housing. They support interested individuals in completing applications for the Section 811 PRA Program and throughout participation in the program to encourage stable tenancy.

## Learn More

Section 811 PRA Website:

<https://www.tdhca.state.tx.us/section-811-pra/index.htm>

Section 811 PRA Announcements:

<https://www.tdhca.state.tx.us/section-811-pra/announcements.htm>

Information for Participating Properties:

<https://www.tdhca.state.tx.us/section-811-pra/participating-agents.htm>

Information for Referral Agents:

<https://www.tdhca.state.tx.us/section-811-pra/referral-agents.htm>

Updated Active Participating Property Map:

<https://www.tdhca.state.tx.us/section-811-pra/participating-properties.htm>

## Stay in Touch with the Section 811 PRA Program

Contact Section 811 PRA Program Staff:

<https://www.tdhca.state.tx.us/section-811-pra/contact.htm>

Join the Section 811 PRA Program public email listserv (used sparingly, select 'Join Our Email List' on left side):

<https://www.tdhca.state.tx.us/index.htm>

## Stay in Touch with the Texas Department of Housing and Community Affairs

TDHCA Website: <https://www.tdhca.state.tx.us/>

Facebook: <https://www.facebook.com/TDHCA/>

Twitter: <https://twitter.com/TDHCA>

TDHCA YouTube: <https://www.youtube.com/c/tdhca/videos>

